**Assignability**

1. ***Question: Regarding real time, can a beneficiary be unassigned from one provider and reassigned to a different provider within the same day?***

**Answer:** Yes, the Ticket Portal will provide ticket status and ticket use history based on a SSN. You will be able to assign and unassign tickets real time based on current rules of assignment.

1. ***Question: For EN’s who don’t have text access, are there any options for us to unassign and close tickets other than the portal?***

**Answer:** The Ticket Portal will be the preferred method for checking ticket assignment and unassigning tickets; however, you may also send unassignment requests to the current fax number managed by the Operations Support Manager (OSM).

**Case Notes**

1. ***Question: Does SSA have a standard protocol for case notes or can we just enter text freely?***

**Answer:** ENs can enter text freely or establish their own protocol on how they want their staff to enter notes.

1. ***Question: Will the portal allow the ability to upload case notes from another database/software program?***

**Answer:** There is no upload feature for case notes at this time.

1. ***Question: Do you have to enter an “expire date” on the case note in order for case notes to go through?***

**Answer:** The ‘expire date’ is an option you can use when creating a case note but is not required.

**Registration, Login and Suitability**

1. ***Question: Not all of my staff has access to text messaging. We are a small nonprofit and may not be able to purchase cell phones for the staff. Is this required or is there another option?***

**Answer:** The new Ticket Portal security requires each user to have text capability for user authentication each time they login to the system.

1. ***Question: What do we need to do to access this new portal?***

**Answer:** Detailed information about the requirements for access is available online at <https://yourtickettowork.com/web/ttw/ticket-portal>. Here, you’ll find information about browser requirements and step by step instructions on requirements for access.

1. ***Question: I'm still waiting on the extra security after setting up my account about a month ago. Do I have to re-register for the extra security?***

**Answer:** If you log in to your myssa.gov account you should be able to see the status of your request for extra security. If it is still pending please contact the mySSA.gov helpdesk team at 888.772.1213. Make sure you ask for “help desk” at the main prompt when the system asks why you are calling. You should receive confirmation from the automated system that it is directing you to the “my SSA help desk”.

1. ***Question: I have sent my information in and have not heard anything back. Who can I contact to find out my status?***

**Answer:** Contact your ENSB representative or send an email to [enservice@ssa.gov](mailto:enservice@ssa.gov) for status of your registration.

1. ***Question: I have tried to add extra security but it rejects everything I've tried and won't let me finish the sign up. Who should I contact for help?***

**Answer:** Contact the mySSA.gov helpdesk team at 888.772.1213 for questions or concerns related to the mySSA.gov account setup. Make sure you ask for “help desk” at the main prompt when the system asks why you are calling. You should receive confirmation from the automated system that it is directing you to the “my SSA help desk”.

1. ***Question: Is the Security Awareness related to suitability or something separate?***

**Answer:** ENs must submit the Security Awareness Contractor Personnel Security Certification. When SSA or the OSM refer to the “Security Awareness Training Letter” this is Form SSA-222, more commonly referred to as the SSA Security Awareness Contractor Personnel Security Certification. It is the certification referenced in the Agency Specific clause Federal Information Security.

Download the SSA Security Awareness Contractor Personnel Security Certification form at <https://yourtickettowork.com/documents/855575/855829/SSA-222.pdf/66683389-50c2-45b7-8567-37150ff3c7f4>

Email the Form SSA-222 to [ENService@ssa.gov](mailto:ENService@ssa.gov) or fax it to 410.597.0429.

1. ***Question: Our EN has 4 suitability-approved workers. Do all 4 of us have to be registered with Extra Security and the ID/PIN in order for any of us to use the new Portal?***

**Answer:** Each employee must complete the suitability process and all registration steps for access to the new portal. Each one will receive their own login accounts and credentials for access.

1. ***Question: What do we do if we have an employee that is having issues getting the letter mailed to them due to the system not recognizing their current mailing address?***

**Answer:** Contact the mySSA.gov helpdesk team at 888.772.1213 for questions or concerns related to the mySSA.gov account setup. Make sure you ask for “help desk” at the main prompt when the system asks why you are calling. You should receive confirmation from the automated system that it is directing you to the “my SSA help desk”.

1. ***Question: I am confused about e-Quip. I completed one for this year. Do I have to complete another one?***

**Answer:** No

1. ***Question: Where is the Information System Security Handbook located? Is the Encryption policy in there?***

**Answer:** Encryption is not required for the Ticket portal

1. ***Question: Not all of my staff has access to text messaging. We are a small nonprofit and may not be able to purchase cell phones for the staff. Is this required or is there another option?***

**Answer:** The new Ticket Portal requires each user to have text capability for user authentication each time they login to the system.

**Faxing vs. Uploading Pay Stubs and Other Documentation**

1. ***Question: Will we no longer be able to fax?***

**Answer:** You will still be able to fax to the main Maximus number. You will also be able to create a fax coversheet to submit earnings evidence for payment requests. You will have the option to either print the fax coversheet for transmission or save the fax coversheet as a PDF document and append it to your electronic documents to submit via your e-fax solution.

1. ***Question: Will the system generate a separate coversheet for each payment request?***

**Answer:** Yes, a fax coversheet can be generated for each payment request. If you have multiple payment requests you can fax them as one transmission with the appropriate documents behind the matching fax coversheet in one stack and the fax server will recognize and separate each coversheet with the appropriate documents and automatically associate them with the correct work case.

**Payments**

1. ***Question: For Phase 1 Milestone 2, Milestone 3 and Milestone 4 payments, three months constitute one payment. Do we have to submit three payment requests for the same payment since we can only type in one month at a time?***

**Answer:** You only need to submit one payment request for each payment. For Phase 1 milestones you will use the attainment month as the month of the payment request. For example, a payment request for Phase 1 Milestone 2 will use the 3rd month the beneficiary had earnings at Trial Work Level, which is the attainment month, as the payment month. This is consistent with the payment month you see in your current payment status report.

1. ***Question: Will the payments data include payment history from before the transfer to the new SSA Portal?***

**Answer:** Yes, all payment history will be available via the new Ticket Portal

1. ***Question: If a payment is not available (for example because of an 18MO LB) will the cover sheet for that payment show? If not, how do we submit requests for those payments that we believe are not available in error?***

**Answer:** ENs may submit payment requests for any claims they believe are payable. ENs will be informed whether or not claims are payable once OSM or Social Security performs assessments.

1. ***Question: Does each paystub need to be added separately or can we do a whole month at once?***

**Answer**: The system will allow you to enter earnings information for up to 25 pay stubs in the portal for each payment request. However, there is no limit to the number of pay stubs you can submit with the fax cover sheet.

1. ***Question: How are 1099 style self-employment earning entered?***

**Answer:** When submitting payment requests with self-employment earnings, add a note indicating the request includes SEI information, print a fax coversheet and fax in your documents; preferably SEI forms that contain fields for all required information for SEI earnings.

1. ***Question:*** ***Currently we use e-pay for payments and we do not send in payment request forms - is this changing?***

**Answer:** e-Pay will continue and will be expanded in the future for all Employment Networks.

1. ***Question: What if M1 is not available because of the 18 months look back? Will a cover sheet show for M1?***

**Answer**: The system will not prevent you from requesting a specific claim month or payment type.

1. ***Question: Using the new portal, do we need to make a request for all payments we wish to receive?***

**Answer:** ENs should submit payment requests for each claim month and type of payment. For example, if an EN wants to request 3 outcome payments for January thru March 2014, the EN must submit a separate payment request for: Claim month January 2014, Type of claim: Outcome; Claim month: February 2014, Type of claim: Outcome; Claim month: March 2014; Type of claim: Outcome.

1. ***Question: Is there a difference between e-pay and Universal Auto Pay?***

**Answer:**Universal Auto Pay is a type of e-Pay process. E-Pay will be expanded in the future for all ENs***.***

1. ***Question: Is there more information on the WF e-pay on the website somewhere? All I've found is on Universal Auto Pay. How do we learn more about the e-pay function?***

**Answer:** You may contact your Account Specialist for questions regarding your WF e-pay question.

1. ***Question: Will the QBER still being used?***

**Answer:** QBER is no longer available online; however, you can fax a prior QBER with a future payment request.

1. ***Question:*** ***When entering payroll information, will the portal identify earnings levels- such as the earnings estimator does-? or will we need to determine the earnings levels prior to entering into the new portal to determine if a payment request is possible?***

**Answer:** The portal does not perform any calculationsor earnings estimation. However, in the future, the new portal will determine if earnings evidence is required or not when you request a payment. When the SSN and claim month are entered, the system will check various SSN systems to verify if qualifying earnings are available. Until then, you can key in up to 25 earnings entries and fax any additional earnings you have using the fax coversheet.

**Presentation Materials**

1. ***Question: Are there going to be written instructions on how to perform all of these functions sent out after the call?***

**Answer:** Structured training will be provided to all users of the new system prior to gaining access. You will receive detailed instructions and printed materials for your reference and use.

1. ***Question: Will the presentation be available online after the call?***

**Answer:** No. To avoid confusion we will not be providing copies of materials with outdated screen shots. The training materials you will receive will have the final production version of all of the new portal screens.

**Miscellaneous Questions Regarding the Ticket Portal and related systems**

1. ***Question: Will the new system allow us to see IRWE’s or subsidies approved?***

**Answer:** The new Ticket Portal will not provide any information on IRWE’s.

1. ***Question: How will manual tickets be managed via the portal? Should we send a message via the portal when a manual ticket is suspected?***

**Answer:** You will be able to send a message via the portal.

1. ***Question: Once TPR is included with the new portal, will we get an e-mail notification when we have a batch of TPR cases to review?***

**Answer:** No. You are not going to get an email alert. However, the new ticket portal will show whether or not a beneficiary determination has been made or if any action is needed.

1. ***Question: Does the new portal have a transaction report?***

**Answer: The new Ticket Portal will not provide a transaction report.**

1. ***Question: May I suggest a call for WF ENs where we can review the new portal as it relates to a WF EN and address the questions that it seems many have?***

**Answer:** We discontinued a separate call for WF ENs since the All EN Call covers all ENs.

1. ***Question: Will there be a place where we can verify that a ticket is in inactive status and the date that it became inactive.***

**Answer:** The new portal does provide a screen where you can look up this information and seebeneficiary history.

1. ***Question: Are we going to have access to BPQY'S.***

**Answer:** No, we will not have BPQY's in the future.

1. ***Question: Right now in the current portal we get an email alert that tells us we’ve got cases that require Timely Progress review and we are able to view that. Is there going to be any kind of notification in ITOPSS that lets us know we need to review these?***

**Answer:** No. You are not going to get an email alert. However, the new ticket portal will show whether or not a beneficiary determination has been made or if any action is needed.